

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Fountain Drain Flush

Average Time to Complete Task: 15 minutes

Frequency: Monthly

**STEP 1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



Perform SPSA. Place "Cleaning in Progress" sign on machine to alert customers. Signs available at each store. Place floor signs around work area.

**STEP 3**

Hot water splash hazard.



Remove grate and fill with warm water. Wait 60 seconds.

**STEP 4**

If drain does not flow freely, insert hose of Air Ram into drain and pack rag around hole to seal, and apply pressure. Use air ram to force blockage free.

**STEP 5**



Repeat Steps 3 and 4 as necessary to clear blockage. If still no progress, disconnect drain tube from back of fountain and use air ram on the tube. It is accessible through the cabinets below or the back room.

**STEP 6**



Wipe tray clean of any remaining debris with clean cloth.

**STEP 7**



Replace grate. Clean area. Remove "Cleaning in Progress" sign and return it to the kit. Remove floor signs.

COMPLETED  
ACTIVITY



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## Coffee/Restroom Sink Trap

Average Time to Complete Task: 10 minutes

Frequency: Monthly

**STEP 1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



Perform SPSA. Mark sink inoperable to begin work. Place floor signs around work area.



Place bucket underneath the trap to catch fluid inside the pipes.



Loosen both nuts on trap and remove the trap.



Rinse/brush trap in back room sink to remove build-up residue.



Insert sink auger at arrow to clear any build-up.



Example of a sink auger.



Hand tighten plastic nuts to secure trap back in place, run water to test for leaks, and remove inoperable sign and floor signs. Clean work area.

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## Floor Drain Cleaning

Average Time to Complete Task: 10 minutes

Frequency: Monthly

**STEP  
1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



Perform SPSA. Place floor signs around work area. Remove floor grate.



Remove lower strainer.



Spray drain, strainer, and grate with degreaser.



Brush drain, strainer, and grate. Turn on faucet above and rinse drain, strainer, and grate.



Insert auger to clear blockages.



Replace strainer and grate and wipe up any overspray.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Exhaust Fan and Return Vent

Average Time to Complete Task: 10 minutes

Frequency: Monthly

### STEP 1

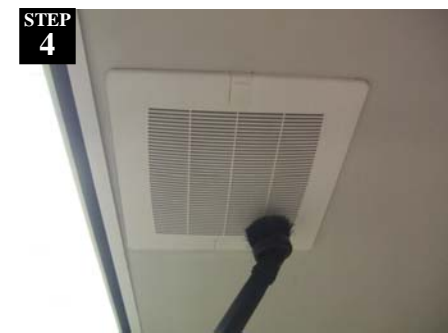
Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



Perform SPSA. Knock and ask if anyone is occupying the restroom. Place floor signs around work area and place "Restroom temporarily out of service" sign on door.

### STEP 3

Turn off exhaust fan. Setup step ladder. Remove exhaust fan grate and vacuum fan motor, blades, and grill to remove dust.



Vacuum return air grill of any dust and debris. Wash with soap and water if debris cannot be vacuumed off. Clean work area and return sign to store sign kit.

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## Toilets and Urinals

Average Time to Complete Task: 10 minutes

Frequency: Monthly

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

**Note:** When a repair is needed, replace existing auto flush (toilets/urinals) and auto sensing (sinks) with manual operating equipment. Install handle towards the largest open space on the toilet for ADA compliance.

### STEP 5

Turn off water to urinal. Cover sensor with hand for 10 seconds and remove hand to verify water is turned off.



Knock and ask if anyone is occupying the restroom. Place floor signs around work area and place "Restroom temporarily out of service" sign on door.

### STEP 6

Remove locking ring by hand. Do not use a wrench. Then remove electronic unit from flush mechanism.



Wear rubber gloves over latex gloves to avoid tearing latex gloves.

### STEP 7

Unscrew battery casing top and replace batteries ensuring the positive and negative orientation is correct.

### STEP 4

Use augers on toilet and urinal. Use appropriate chemicals when necessary. Remove any waste in Bio-hazard bag through the back door.



Reinstall the electronic flush unit and secure it with the locking ring. Clean automatic flush sensor window with damp rag. Clean work area. Return sign to store sign kit.

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## HVAC Filter Replacement

**Average Time to Complete Task: 30 minutes**

**Frequency:**

**Filter replacement: Quarterly, more frequently if needed.**

**STEP 1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

**STEP 2**

Use cone to hold ladder cover from being blown in the wind



Perform SPSA. Barricade work area. If store does not have a permanent ladder as pictured above, secure your ladder to the building.

**STEP 3**



Place filters in large trash bags and tie bag to rope. Lift bag from ground once you have safely climbed to the top of the roof.

**STEP 4**



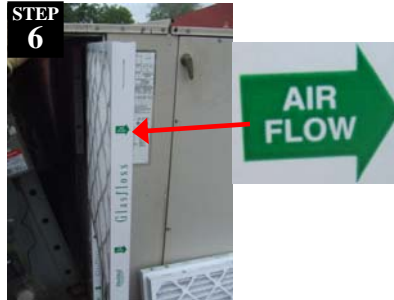
Remove side panel to expose filters with appropriate tools. Inspect for sharp edges before attempting to remove old filters. Place old filters in trash bag to lower down to ground for disposal.

**STEP 5**



Mark installation date on all new filters.

**STEP 6**



Insert new filter with proper orientation for air flow. Air flows in the direction of the radiator. Lock panel back in place with using all screws/levers. Clean work area.

**\*Note:** If filter is not located in the roof top unit, check in one of the air handler boxes above the suspended ceiling. Follow the same procedures of setting up a ladder and a work space as in Ceiling Lamp Replacement.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

# Roof Top HVAC Inspection/Coil Cleaning

Average Time to Complete Task: 15 minutes/unit

Frequency: Monthly

**STEP 1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

**STEP 2**

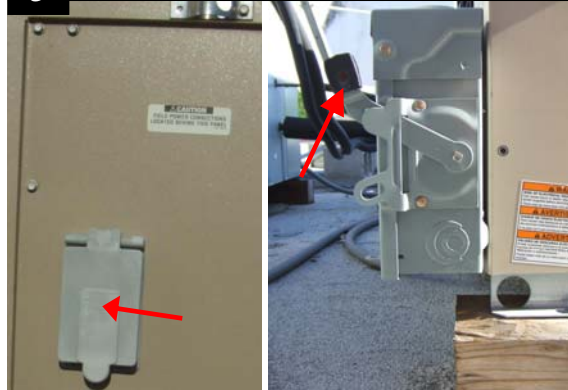
Use cone to hold ladder cover from being blown in the wind



Barricade work area. Use cone to hold ladder lock from blowing in the wind.

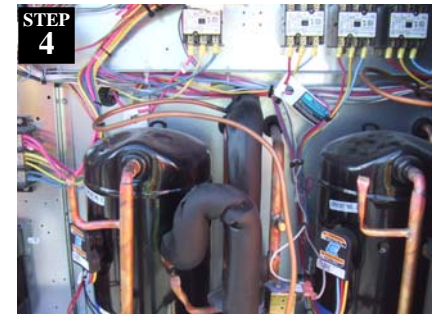
**STEP 3**

Turn off power to unit to avoid electrocution



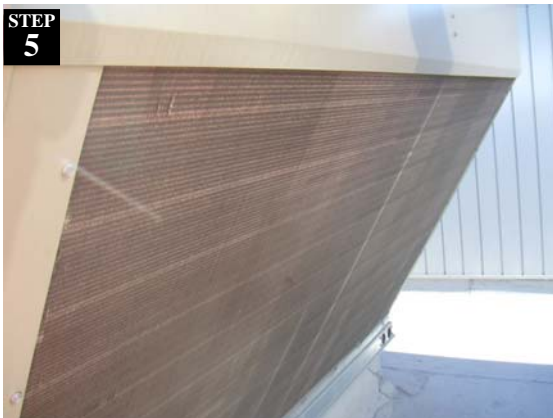
Turn power off to unit.

**STEP 4**



Visually inspect wiring for blown or loose fuses. Close panel and turn power back on to unit.

**STEP 5**



Spray with water nozzle perpendicular to fins. Spraying at an angle may bend the fins. Do not use a coil cleaner unless dirt is "caked on." Turn power on.

**STEP 6**



Check roof top refrigeration site glass for bubbles. If so, then call IPT for HVAC specialist.



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## Stand Alone Indoor Refrigeration

Average Time to Complete Task: 10 minutes

Frequency: Monthly

**STEP  
1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



**STEP  
2**  
Perform SPSA. Barricade work area. Place "Cleaning in Progress" sign on unit. Remove bottom cover.



**STEP  
3**  
Unplug electrical cord (see red arrow). Vacuum all dust and debris being careful not to bend the fins on the coils. Plug unit in. Remove barricades and clean work area. Return "Cleaning in Progress" sign to sign kit.



Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Ceiling Lamp Replacement

**Average Time to Complete Task: 10 minutes**

**Frequency: As Needed**

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2

Secure area with floor signs and setup ladder in position that the lighting grate will not hang obstructing your reach.

### STEP 3



Remove lighting grate using the two levers on one side, allowing it to hang on the other side.

### STEP 4



Twist lamp to align prongs with slot and remove. Dispose of lamp in broken lamp box supplied by Sylvania. Do not leave lamp on ladder or near customer's path to install new lamp.

### STEP 5

Install new lamp and twist 1/4 turn to hold in place. Clean work area.

### COMPLETED ACTIVITY



Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Security Camera Adj./Dome Clean

Average Time to Complete Task: 5 minutes

Frequency: Quarterly

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 4

Wipe dust off of camera dome/window. Clean work area.



### STEP 2

Perform SPSA. Cone off area with floor signs or orange cones and setup ladder.

### STEP 3



Remove ceiling tile adjacent to camera, and turn camera using hand with glove. Check for camera orientation on monitor. Once camera is adjusted, replace ceiling tile.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Changing Water Filters

**Average Time to Complete Task: 20 minutes**

**Frequency: Once a quarter \***

**\* If water quality is poor, monthly changes may be needed**

**STEP 1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

See next slide for filter ordering information.

**STEP 2**

Place "Out of order" signs and shut off water and electrical power to all affected food service equipment.



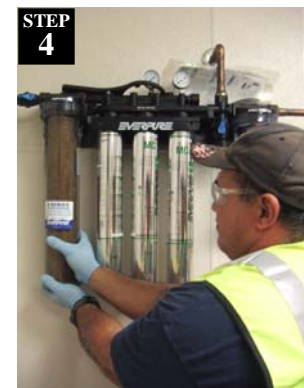
Perform SPSA. Let store employees know water will be off for 20 minutes. Place "Servicing Equipment" signs on fountain, coffee, Cappuccino and Icee units. Unplug fountain carbonator pump, clear work area of obstructions, place safety cones/signs around work area. Immediately mop up any water spilled to maintain safe work area.

**STEP 3**



Close main water valve upstream of filters. Open bleed valve to relieve water pressure and drain water into sink.

**STEP 4**



Place bucket under filters to catch water. Perform 5 gallon bucket test – if flow is less than 2 GPM, change MC filter. Unscrew prefilter cover by hand. Remove and properly dispose of used prefilter element. Rinse prefilter cover with clean water and wipe with clean towel. Install new prefilter element insuring it fits over nipples at top and bottom. Screw prefilter cover on by hand until you feel a positive stop. Write date on piece of tape and place on filter cover.

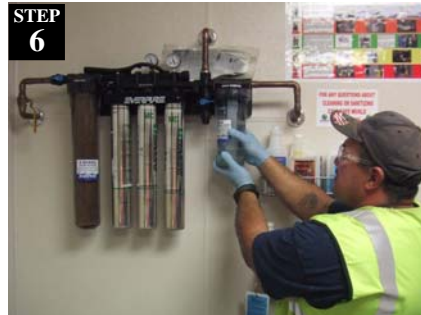
**COMPLETED  
ACTIVITY**

**STEP 5**



Remove three main filters by hand by turning a ½ turn. Properly dispose of used filters. Install three new filters by hand with approximately ½ turn until positive stop. Inspect O-Ring seals on both prefilter and filter. Replace as needed. Write the date on the filter, may use tape on cover.

**STEP 6**



Unscrew scale reducing cover by hand. Remove and properly dispose of used scale reducer element. Rinse cover with clean water and wipe with clean towel. Install new scale reducer element inside cover and screw on by hand until tight. To reduce algae growth, please furnish and install: EV 6500-22 Filter Bowl Sleeve 10" Blue or EV 6500-23 Filter Bowl Sleeve 20" Blue.

**STEP 7**



Close bleed valve. Open main water valve. Check complete filter assembly for leaks. If no leaks, open bleed valve and flush entire filter system for at least 5 minutes. Close bleed valve after flushing. Plug in fountain carbonator pump. Check all foodservice equipment for operation and remove signs. Clean up work area.



EC210 Prefilter Cartridge, 6 pk  
EV9534-26  
\$5.07



IMF Cartridge  
EV9799-32  
\$25.61

MC Cartridge  
EV9612-06  
\$34.53 each

High Flow Triple CSR Water  
Filtration System, w/Pre-Filter  
EV9328-06  
\$467.65 each

### **PREFILTER**

**Purpose:** Capture larger dirt particles up to 10 microns. If maintained, will allow for MC cartridges to last longer.

**Note:** Even though the filter may appear dirty on the outside it does not necessarily mean that the filter has been used to full capacity.

**How to test for replacement:** Remove the clear bowl from the system and look at this inside of the cartridge. If the dirt has worked its way from the outside of the cartridge to the inner core, than it's time to replace.

**Change-out frequency:** Replace prefilter once a month.

### **MC CARTRIDGES (3)**

**Purpose:** Captures dirt particles up to 1/2 micron. Reduces chlorine taste, odor and contaminants.

#### **How to test for replacement:**

- 1.) Ask station manager to run some drinks through the fountain and/or coffee machine. If pressure drops to below 10 psi (red zone on gauges), it's time to replace the cartridges.
- 2.) Open the flush valve that is between the MC Cartridge and the IMF Cartridge. Allow water to flow into a 5 gallon bucket. Clean water will run approx. 1 1/2 gallons/minute. If bucket takes longer than 4-5 minutes, it's time to replace the cartridges.

### **IMF CARTRIDGE**

**Purpose:** The IMF Cartridge is not a filter. It's a Hydroblend compound that inhibits scale buildup in ice machines and coffee brewers.

**How to test for replacement:** Inspect the IMF Cartridge and replace when completely dissolved.

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## Cleaning Roller Grills

Average Time to Complete Task: 20 minutes

Frequency: Monthly

### STEP 1

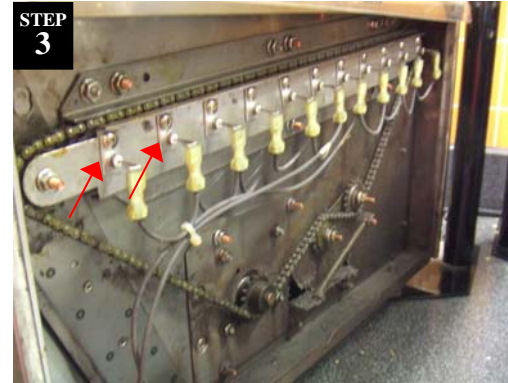
Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2

To avoid electrical shock, always unplug the unit before servicing.

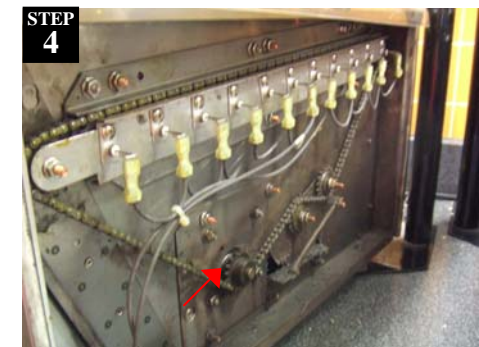
Perform SPSA. Barricade work area. Remove side panel and clean compartments.

### STEP 3



Check all electrical connections for tightness.

### STEP 4



Check for wear on the:

- Idle gear inner diameter
- Roller o-rings
- Roller tube guides

### STEP 5



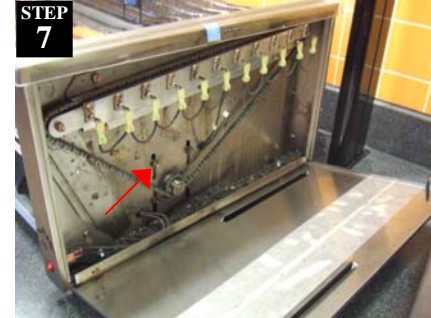
Remove upper chain guard, and clean chain with rag.

### STEP 6



Lube the drive chain using a synthetic chain lube (up to 400F).

### STEP 7



Tighten the drive chain on units without spring tensioner using the 4 nuts surrounding the gear. Ensure all rollers are rolling and reinstall guards and side panel.

### COMPLETED ACTIVITY



Roll grills are clean and operational.

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## Cabinet Repairs

Average Time to Complete Task: 10 minutes

Frequency: Monthly

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2

Perform SPSA. Check all cabinet doors and drawers for ease of use and alignment. If adjustments are necessary, barricade work area.

### STEP 3

Hinges can be a pinch hazard.



If hinge is disconnected from interior mounting, then align the hinge with the mount and snap into place.

### STEP 4



If door will not shut appropriately then use the screws to adjust the hinge.

### STEP 5



Not much can be done with this style of hinge. Use washers to raise if door drags on cabinet bottom.

### COMPLETED ACTIVITY



Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Touch-Up Painting

Average Time to Complete Task: Varies

Frequency: Quarterly

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2

Perform SPSA. Sweep area of any debris.

### STEP 3

Prepare surface by removing all loose paint with grinder and/or wire brush. Do not use electric grinder on curbs around dispensers. Edges of well adhered paint should be 'feathered' with sand paper. Wipe or wash off all dust and other loose materials.

### STEP 4

Use a wire brush for places where grinding wheel cannot reach.



Pick appropriate paint from inside store. Stir thoroughly.



Lay out drop cloth and paint.

### STEP 7



Place professional looking wet paint sign near the affected area. Clean work area. Give store manager a specific time to remove signs.

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## Air Compressor Oil/Water Check

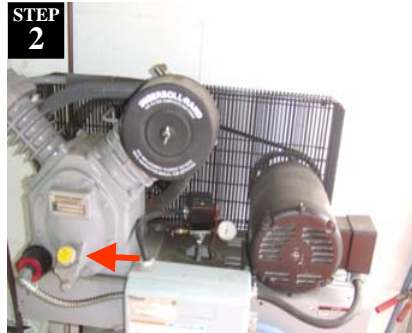
Average Time to Complete Task: 5 minutes

Frequency: Monthly

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2



Perform SPSA. Turn off and unplug compressor. Remove oil cap by hand if instructed as in step 3. Oil level should be to lowest thread of cap. As necessary, add oil for use in air compressor pumps.

### STEP 3



Replace and tighten cap by hand if instructed on cap.

### STEP 4

Keep body and soap storage containers out of water drain valve line of fire. Contents under pressure.



Put on hearing protection. Slowly open drain valve at bottom of compressor. When water is drained, compressed air will come out and make a very loud noise. Slowly close valve; then slowly open and close again to remove water. Repeat until all water is drained. Plug in and turn on compressor. Clean work area.



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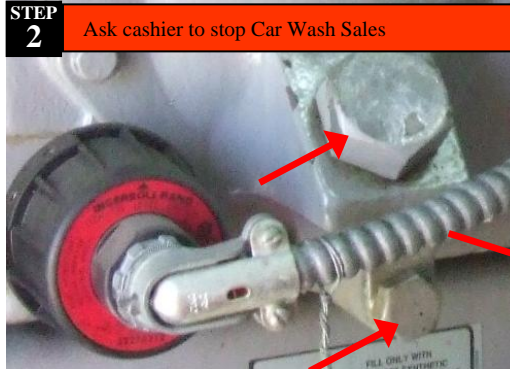
## CW Air Compressor Oil/ Air Filter Change

Average Time to Complete Task: 5 minutes

Frequency: Annually

### STEP 1

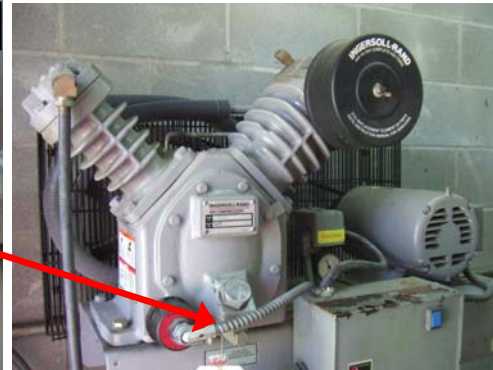
Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



### STEP 2

Ask cashier to stop Car Wash Sales

Ask sales associate to stop Car Wash sales. Perform SPSA. Turn compressor off and unplug. Wearing chemical gloves, remove lower bolt to drain oil into bucket. Replace lower bolt. Dispose of oil properly.



Remove upper bolt and fill with new oil to lowest thread of fill bolt.

### STEP 3



Remove the filter's black outer casing with wing nut.

### STEP 4



Remove and replace air filter. Plug in and turn on. Run air compressor to test operation. Clean work area. Ask cashier to start Car Wash sales again.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Soda Fountain Brining

Average Time to Complete Task: Varies

Frequency: Semi-Annual

**STEP 1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



**STEP 2**  
Perform SPSA. Barricade work area and use "Cleaning in Progress" sign on fountain. Remove name plate and mixing nozzle.



**STEP 3**  
Screw on yellow Separator. It separates the carbonation and water from the syrup.



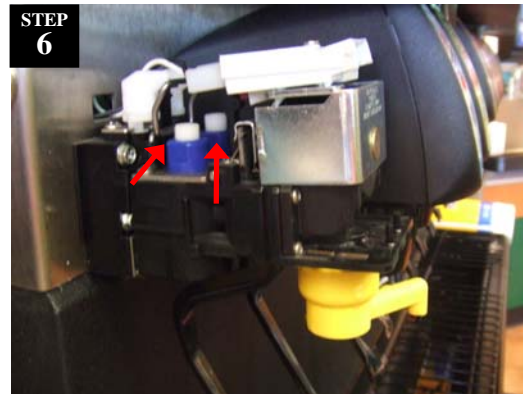
**STEP 4**  
Dispense unmixed product in the Ratio Cup being mindful of the Sugared vs Non-Sugared (Diet) syrups sides.

**STEP 5**



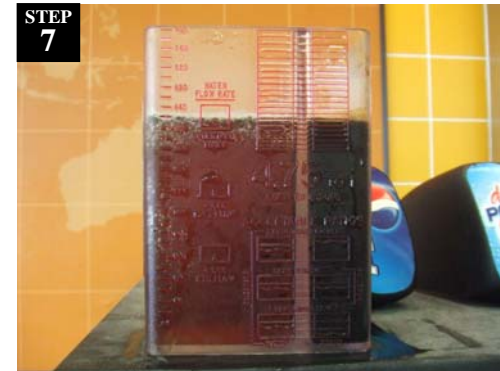
Place on level surface and take reading. Fluid levels should be even.

**STEP 6**



Adjust levels with Allen key/screw driver. Carbonation is on the left and Syrup on the right for this model. Check the manual for other models.

**STEP 7**



Take measurements until readings are consistent. If syrup levels continue to drop despite screw adjustments, check syrup box in back. Repeat steps 3-7 for each flavor. Remove barricades and return sign to store kit. Clean work area.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Operational EXIT Signs

Average Time to Complete Task: 10 minutes

Frequency: Annual

**STEP  
1**

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



Perform SPSA. Barricade work area. Setup Ladder.

**STEP  
3**



Check exit sign to ensure "EXIT" letters are illuminated. (Good EXIT sign with emergency lights.)

**STEP  
4**



Check emergency lights with test button. (Good EXIT sign with emergency lights lit up with Test Button.)

**STEP  
5**



Example of faulty EXIT sign is dark, but lights up when "Test Button" is pressed.

**STEP  
6**



Example of Emergency Lights only kit lit up with the Test Button. Replace signs as needed.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Car Wash Trench/Drain Clean Out

**Average Time to Complete Task: 30 minutes**

**Frequency: Quarterly**

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.



**STEP 2**  
Perform SPSA. Verify the waste drum is not too full to hold the trench sludge. If they are, ask store manager to call IPT.



**STEP 3**  
Ask cashier to shut down Car Wash (stop CW sales at pump).  
  
Park truck in entrance of Car Wash and use 48" barricades at the exit. Ask cashier to shut down Car Wash and stop Car Wash sales at dispensers.

### STEP 4

Bending at the knees, remove Car Wash entrance grates.



**STEP 5**  
Shovel sludge to middle of drains to allow water to settle from sludge. Use rod or hand shovel to ensure ends of drain are free of debris.

Use hand truck to retrieve waste drum and shovel sludge from trench into drum. Ensure lid and ring are properly secured and return drum to storage area.

### STEP 6

Shovel sludge into drum and replace grates. Repeat steps 4-6 for Car Wash exit grates. Run water into grates to confirm that it is draining properly. If not draining, have Store Manager call IPT to dispatch. Clean work area. Remind cashier to activate Car Wash sales.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Car Wash Winterization – Page 1

**Average Time to Complete Task: 30 minutes**

**Frequency: Monthly, October - February**

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2

Ask cashier to shut down Car Wash (stop CW sales at pump).



Perform SPSA. Park truck in entrance of Car Wash and use 48" barricades at the exit. Ask Cashier to shut down Car Wash and stop Car Wash sales at dispensers.

### STEP 3



#### Heater

- Inspect intake air and exhaust vent piping for signs of excessive corrosion or joint separation.
- Inspect systems for loose, missing, or damaged parts.
- If propane operated, check for adequate fuel supply.
- Check that heater thermostats are set at 40F - adjust as necessary.
- Operate the heater(s): Run for 15-20 minutes to ensure proper operation.
- Turned heating element and concrete entrance pad

### STEP 4



#### Air Compressor

- Inspect and make sure compressor belts and guards are in good condition & proper belt tension.
- Manually drain water from compressor and lines where manual drainage valves are available.
- Check compressor/air system oil supplies and add oil as required
- Check for air leaks.
- Check Automatic Drain for auto drain compressors.
- Air Compressor pressure relief valve rings pulled.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Car Wash Winterization – Page 2

**Average Time to Complete Task: 30 minutes**

**Frequency: Monthly, October - February**



### Overhead Door

- Inspect entry/exit doors, hinges, latches, and locks. Open/close, lock/unlock to verify proper operation.
- Inspect overhead door panels, rollers, and hinges.
- Lubricate metal rollers, hinges, tracks, and torsion springs with sprayable grease (Do this only if hardware is all-metal.)
- Check that door operator temperature setting is 40F - reset if not.
- Manually drain water from air lines where manual drainage valves are available (air op. only). Service air cylinder grease fittings with lithium grease (air op. only).
- Check belt condition and tension (air op. only). Lubricate chain if using chain operator.
- Raise and lower doors at least 3 times while observing operation (air op only).
- Inspect and service door operators as required; check for loose, missing or damaged parts; observe proper operation. (mechanical op. only).
- Check pick-up cables and counterweight cables for fraying or damage: replace if needed.
- Checked door heating sensors to ensure proper connection.



### General

- Report all equipment defects, malfunctions and replacement recommendations to IPT before leaving site.
- PM checklist must be submitted with invoice in order to receive payment.

Activity guides are intended for reference only; they do not dictate exact tasks to be performed when conducting maintenance.

## Solid Waste Drum Inspection

Average Time to Complete Task: 5 minutes

Frequency: As Needed

### STEP 1

Gather all PPE and supplies needed to perform activity. Follow all safety procedures to avoid injury to yourself and others. Refer to the Safe Work Guidelines as outlined in the Service Provider Handbook.

### STEP 2



- Every month visually inspect the 30-gallon waste drum for the presence of waste.
- If drum is 2/3 full of waste, notify store personnel to contact IPT to have it removed.